SIMARJEET SINGH

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a House No 281, Sector -40, Gurgaon, Haryana.

PROFESSIONAL SUMMARY

- Experienced IT/ EDP manager with over more than 20 years of experience in IT field. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.
- Strategic & Sales Management:-Experienced in vendor management. Contract, purchase & repair negotiations to increases efficiency & reduce cost, identifying potential customers, making cold calls, assessing customer need, recommending product, closing sales, maintained database, reporting to management.
- Process Improvements:- Devised and implemented process, procedures, systems and internal control to strengthen operation, increase productivity.

SKILLS

- EMR Implementations
- EMR Support
- Network Infrastructure management
- Hospital Operations
- Hardware & Networking
- Vendor Management
- Stock management
- Data management
- Preventative maintenance
- Continuous improvements
- Maintenance scheduling
- Team management
- Data analysis

CERTIFICATIONS

- Microsoft Certified System Engineer (MCSE WINDOWS 2000).
- Microsoft Certified Data Base Administrator (MCDBA 2000).
- Microsoft Certified Professional (MCP WINDOWS 2000).
- CCNA (Cisco Certified Network Associate) training from INT.
- Advance Diploma in Computers Hardware and Networking (Full time one Year) from JETKING, Ashok Vihar New Delhi.

WORK HISTORY

Working as EDP Manager in **Shroff Eye Centre**, A-9 Kailash Colony, New Delhi from Sept. 2004 to till date.

{Shroff Eye Center is the leading Eye Center in India with all the latest technology and state of art equipment's and huge patient compliance with at least 500 patients walking in, with staff strength of more than 250 employees earning under the belt. It was established in 1938 and has been continually growing up to the level of satisfaction of all its valued patients present the hospital has four Branches with in NCR}.

Technical

- Troubleshooting all the Hardware, Network Queries/ Problems, and Preventive Maintenance etc.
- Backup on NAS (HIS Software) Netram, Prohosys, Eyedocs server and other Running Software.
- Installation/Troubleshooting of Windows NT4.0 (servers/clients), Windows 2000 (Adv. Server/server/professional), SQL Server & Other popular PC software's.
- Maintaining and handling in-house- LAN including Four SQL DB Server and more than 200 desktop PC's, many laptops.
- Handling and maintain policies in CYBEROAM-CR35ia Firewall for Internet.
- Installations / configuring of network printers, local printers' scanners, web camera & others external and internal peripherals
- **Maintaining Data and Technical support for Bio Medical machines** – OCT Primus, OCT Plex, OCT 6000, OCT Optoviue, OCT Primus 700, OCT Cirus, VFA, FFA, HRA (Heidelberg), UBM, Pentacam, Cartograph, Specular, Optical Biometer, ERG (Rockland), Optos, Varion, AR, NCT, IOL Master 700.

Application Support

- Experience of Implementing, managing and support of EMR/ HMS in Hospitals –**Active Scheduler, Prohosys, Eyedocs and Netram.**
- Day by day Support to - HIS All modules like OPD, IPD, Front Office, Appointments, Call centre Module, Billing (OPD/IPD),Optom Module, Doctor Module, Non-Medical Store, Medical Store, Administrative Task, Inventory, HR, Pharmacy, Lab, OT, and MRD (file scanning software).

♦ Implemented- Netram, Prohosys and Active Scheduler (Modules – Registration, Multiple branch wise Appointments (centralised appointment system for all the branches), Billing, Surgery Booking & Room Booking, Patient Tracking, IPD, Inventory and Reports.).

♦ EYEDOCS software to prevent/ maintain patient records by scanning, uploading and retrieval system of the OPD and IPD files.

♦ Participating in problem analysis meeting with user, receive and initiates task from application users/ client.

♦ Coordinating resolutions with development team to assess issue and test for solutions.

♦ Troubleshoot and resolved application issue escalated from end users.

♦ Integrated application software and hardware configurations changes.

♦ Route the problem on to the relevant people.

♦ Providing day by day Administrative Support i.e new user creations. Set access level, training to new user, help in preparing reports.

♦ Execute investigation, troubleshoot and respond to existing task.

♦ Integrated biomedical machines with hospital HIS

Other Responsibilities Handled

♦ Implementation and maintenance of AMCs of all equipment's and gadgets within the organization.

♦ Handling Inventory & New Purchases for EDP department.

♦ Implementing and managing Hospital Web Sites & Social Sites with vendor.

♦ Implementing and managing Preventive and Routine maintenance schedules.

♦ Other Administrative works. (To co-ordinate with Quality Dept., Estate Dept., BME Dept. and HR Dept.)

♦ Ensuring that the policies of the management are fully enforced and implemented by the subordinates.

♦ Defining the duties and responsibilities of the subordinates and to give them necessary authority to take decisions wherever necessary.

♦ Ensuring proper and adequate deployment of the employees and allocating duties to them. Managing operations and team of 4 persons in roster. Ensuring that subordinates discharge their duties properly and efficiently and strictly adhere to the norms of discipline and maintain proper decorum while on duty.

♦ **Responsible for overall planning & execution of Maintenance related to Hospital Activities (of all the branches). Taking care of –**
Phone Lines, PRI lines, Lease Lines, MPLS, Land Lines and DSL Connections, co-ordinate and assist with day-to-day functions with third parties like Airtel / Vodafone / TATA / JIO / Spectra net.

♦ PA System/ CCTV & DVR's/ Tele Phone Exchange/ Cable TV/ Savior Attendance System

♦ Verifying and approving invoices of – Airtel, TATA, Vodafone, Jio, MTNL and Spectra Bills on monthly basis.

♦ Verifying and approving invoices of – Vendors for regular purchase and AMC's.

♦ Managing minimum inventory for smooth operations i.e – Cartridges, Toners, Phones and other EDP related equipment's.

♦ Getting the new projects completed with vendors in stipulated time

Worked as Senior Customer Support Engineer in Software Innovation Group, Ashok Vihar, New Delhi for One year.

{SIG is a local System integrator dealing in computers, networking solutions and Computer peripherals / Devices as a rental company. It has clients like Govt. Offices, Education Institutes (like SSI, NIIT, APTECH, etc), call Centers in

Gurgaon and Noida (Air Tel, Bharti Tel, SSI, Network Associates, IBM, Reckit & Coleman, E- Comserver.com, Advocates, and Share Brokers etc.}

Worked as a Computer Engineer in **Albit Electronics Pvt. Ltd**. West Patel Nagar, New Delhi for Two Years.

{Albit is an ISO 9002 base company. It deals in computers hardware and Networking. It has Clients like Travel agents, home users, Co-operates, Advocates Share brokers, CA's etc. It also Deals in UPS, CVT'S & Inverters

Simarjeet Singh